

FINDING HELP IS EASY WHEN YOU

# MAKE the RIGHT CALL

3-1-1

Memphis residents can call 3-1-1 for non-emergency assistance for City Services Requests are assigned to the appropriate City. Division or supporting agency for resolution. Common requests include: debris in yard, vehicle violation, overgrown weeds, potholes, trash cart and recycle bin replacement, trash collection, sewer backup, drain flooding, traffic sign maintenance, and loose/stray dogs.

Hours:  
Monday – Friday 8 a.m. - 6 p.m.



2-1-1



Residents can call 2-1-1 for information on community, social and health services, as well as services like housing, employment, food banks mental health and addiction agencies. Common calls to 2-1-1 include: senior services, emergency shelters for homeless, services for domestic violence victims, public health, crisis services, housing help, youth programs, and family counseling.

Hours:  
Monday –Thursday 10 a.m. to 8 p.m.  
Friday – Saturday 10 a.m. to 5 p.m.  
Sunday 1 p.m. – 5 p.m.

9-1-1 EMERGENCY

Residents should always call 9-1-1 for life-threatening emergencies or crimes in progress. An emergency is any situation that require immediate assistance from the police, fire department or paramedics. Examples include: a fire, a car crash (especially if someone is injured), a medical emergency, such as someone who is unconscious, gasping for air or not breathing, experiencing an allergic reaction, having chest pain, having uncontrollable bleeding, or any other symptoms that require immediate medical attention.

